ELDERS
- ESTATES -

01159 32 55 23
info@eldersestates.co.uk
www.eldersestates.co.uk

In-house complaints procedure

We are committed to providing a professional service to all our clients and customers. If things go wrong we need you to tell us about them. This will help us to improve our service going forward and resolve issues as soon as possible.

If you have a complaint, please put this in writing (letter or email) to us. We will then acknowledge and respond in line with the timescales and stages set out below

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Stage 1—Your Complaint

Please put your complaint in writing either by letter or email and address it to Andrew Elder MNAEA – Sales Manager. Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you are able to enclosing/attaching any supporting evidence.

Address: Elders Estates, 15a Bath Street, Ilkeston, Derbyshire, DE7 8AH Email: Andrew@eldersestates.co.uk

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Stage 2—Our Acknowledgement

Your complaint will be acknowledged and we will start our in-house complaints process

Timescale - Within 3 working days of receiving your complaint

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Stage 3—Our Investigation

Your complaint will be investigated and Andrew Elder will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate

Timescale - Within 15 working days of receiving your complaint

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Stage 4—Final Viewpoint

If you remain dissatisfied, you should contact us again and we will conduct a separate review to take place by Andrew Elder. This will outline our final viewpoint on the matter.

Timescale - Within 15 working days of receiving your request for a further review

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Stage 5—The Property Ombudsman

If our final viewpoint letter does not resolve matters (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge. The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury , SP1 2BP 01722 333306 www.tpos.co.uk admin@tpos.co.uk

Timescale - You must refer your complaint to the Ombudsman within 12 months of receiving our final

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Elders Estates Ltd, trading as Elders Estates
Company Registration Number: 8283426   Registered Office: 15a Bath Street, Ilkeston, Derbyshire, DE7 8AH

The Property Ombudsman